



Serial No.: 09/203,965
Filed: December 2, 1998
Group Art Unit: 2642

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JUN 16 2004

Technology Center 2600

Date: June 11, 2004

COMMISSIONER OF PATENTS
Alexandria, VA 22313-1450

Attorney Docket No.: DAVOX-159XX

Sir:

In re application of: Gene W. Lee

Entitled: SYSTEM AND METHOD FOR MANAGING A HOLD QUEUE BASED ON CUSTOMER INFORMATION RETRIEVED FROM A CUSTOMER DATABASE

Transmitted herewith is a Submission Pursuant to 37 CFR § 1.114 (22 pgs.) and RCE (1 pg.) in the above-identified application. The following checked items are applicable:

☒ A Petition for Extension of Time for 1 month is hereby made, under 37 C.F.R. § 1.136(a).

☐ Other:

CLAIMS AFTER AMENDMENT:	MINUS PRIOR PAID CLAIMS:	EQUALS PRESENT EXTRA CLAIMS:	RATE:	ADDITIONAL FEE:
Independent 3	- 3	=	x \$86.00 =	0
Total 19	- 20	=	x \$18.00 =	0
<input type="checkbox"/> Multiple Dependent Claims (1st presentation)			+ \$280.00 =	0
SUBTOTAL ADDITIONAL CLAIM FEE				0
Small Entity filing, divide by 1/2.				
TOTAL ADDITIONAL CLAIM FEE				0

- ☒ No additional claim fee.
- ☒ Check No. 13322 in the amount of \$440.00, specifically \$385 for the RCE fee and \$55 for a one month extension of time.
- ☒ In the event a Petition for Extension of Time is required by this paper and not otherwise provided, such Petition is hereby made and authorization is provided herewith to charge Deposit Account No. 02-3285 for the cost of such extension.
- ☒ The Commissioner is hereby authorized to charge payment of any additional filing fees under §1.16 associated with this communication or credit any overpayment to Deposit Account No. 02-3285.

I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail in an envelope addressed to: Commissioner of Patents, PO Box 1450, Alexandria, VA 22313-1450 on June 11, 2004.

Attorney of Record:

By

Paul J. Kroon, Jr.
Paul J. Kroon, Jr., Esq.

Registration No. 51,902
Attorney for Applicant

SUBMIT IN TRIPLICATE

06/15/2004 WABDELRI 00000106 09203965

02 FC:2251

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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

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For : SYSTEM AND METHOD FOR MANAGING A HOLD
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Attorney's Docket : DAVOX-159XX
Examiner : DEANE JR., WILLIAM J.
Group Art Unit : 2642

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By

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Paul J. Kroon, Jr., Esq.
Registration No. 51,902
Attorney for Applicant

SUBMISSION PURSUANT TO 37 CFR § 1.114

Commissioner of Patents
PO Box 1450
Alexandria, VA, 22313-1450

Sir:

In response to the final Office Action dated February 11, 2004 and the Advisory Action dated April 8, 2004, please amend the above-identified Patent Application as follows: